



THE
CAPITOL
GROUP

OEM/A 1.5.2

TROUBLESHOOTING GUIDE

OEM/A SUPPORT TEAM CONTACT INFO

Toll Free Phone: 1-888-788-7988 -or- **Email:** support@OEM-Advantage.net

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OEM/A 1.5.2 Introduction

Purpose

The purpose of this guide is to provide general troubleshooting information for User and IT staff. About 95% of the problems that Users encounter with OEM/A can be solved by using one of the techniques covered in this guide.

For those issues that cannot be resolved quickly, the guide shows how to send log information to the OEM/A Support Desk so the issue can be analyzed by an Application engineer, and further troubleshooting can be performed.

Should you wish to contact our Support Team directly, please use the following contact information:

EMAIL: support@oem-advantage.net

PHONE: 1-888-788-7988

Additional email support for Ford Users:

FORD FNA: cdxhelp@ford.com

FORD FOE: gsieu@ford.com

FORD FAP: apagsi@ford.com

Section 1: Quick Functionality Test

Issue:

How can I verify my version of OEM/A is working properly?

Solution:

Please follow these steps:

1. Go to OEM/A at <https://ford.oem-advantage.net>
2. Login to OEM/A using your User ID and Password
3. Select the “**Send File**” tab from the main page
4. Send a file to yourself
5. Select the “**Mailbox**” tab from the main page
6. Download the file you just sent to yourself

If you are able to send and receive without any errors, then you are all set and no further action is needed.

If you receive a “**Cannot Connect to Server**” or “**Check Firewall**” error, or the JAVA Upload or Download buttons do not display properly, or you encounter some other issue, please proceed to “**Section 2: Troubleshooting**” for additional instructions.

Section 2: Troubleshooting Overview

The first step in troubleshooting an issue is to be sure your system meets the minimum requirements for OEM/A Version 1.5.2 and to check for some common issues.

Minimum System Requirements for OEM/A Version 1.5.2:

OEM/A is a browser based application. No client side software needs to be installed. However, there are some minimum browser requirements:

- ⦿ ***The latest version of 32-bit JAVA is installed on your system. JAVA supports updates to its product via an automated version update process. At this publishing the latest version of JAVA is 1.8.0_51.***
- ⦿ ***XP, Vista, Windows 7, 8 and 10. IE7 and above is recommended and is required if you choose to use the HTTPS protocol instead of UDP.***
- ⦿ ***Mozilla (XP, Vista, Windows 7, 8 and 10, UNIX) 1.7 and above.***

IMPORTANT JAVA NOTES:

Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend using only the latest version of JAVA.

Windows allows the use of 32 or 64 bit versions of JAVA. **OEM/A requires the 32-bit version.**

Users also have to be aware of their JAVA settings (especially network proxy settings), in particular, to where their JAVA is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant proxy.

NOTES ON AVAILABLE PROTOCOLS

At Version 1.5.2, OEM/A offers two protocols:

UDP (Recommended)

HTTPS

UDP is the recommended protocol because it provides fast and very reliable data transfer. In high bandwidth locations, it will provide extremely fast transfer. In lower bandwidth locations, its reliability greatly reduces failed transfers. ***UDP does require that you make modifications to your Firewall/Proxy settings. (This is detailed in Section 5 of this guide)***

HTTPS is an alternate protocol. HTTPS provides good speed and quality, but not as high as UDP.

HTTPS does not require that you make any modifications to your Firewall/Proxy settings.

OEM/A Version 1.5.2 automatically detects the available protocol. It will first attempt to use UDP, and if that is not available, it will use HTTPS. So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not. This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations. No action is required on your part to use the basic HTTPS protocol.

CLEARING CACHE FILES

Often taking the simple step of clearing Internet cache files can solve an issue. It is also a recommended step anytime you take any of the corrective actions listed in this document.

1. Open a browser session and delete all temporary Internet files and cookies
2. Close your browser session
3. Reboot your PC
4. Open a browser session and attempt the OEM/A operation again

COMMON ISSUES USERS ENCOUNTER

Issue: File doesn't appear to download

Description: You download a file, and after the operation is completed, you do not see the file.

Solution: This is a known issue with Vista and IE7/IE8. There is a "hidden file" issue that allows files to be downloaded, but then you can't see them as they are marked "Hidden".

To correct the problem, use the following procedure:

1. Open an Internet Explorer session and go into "**Tools**" and then the "**Internet Options**".
2. Click on the "**Security**" tab.
3. Click on the "**Trusted Sites**" zone to highlight it and then click the "**Sites**" button.
4. Type in <https://ford.oem-advantage.net> and then click "**Add**".
5. Click "**Close**" and then close out of the Internet Explorer session.
6. Restart Internet Explorer, login to OEM/A and download your files and they will now be visible in the destination directory you choose.

Issue: Icons don't appear, application doesn't seem to function correctly

Description: Some common issues:

-  You may see an image with a red X instead of the image.
-  The "Upload" or "Download" buttons do not show up, or when you click on them nothing happens.
-  The file section box does not show up.

Solution: Proceed to "**Section 3: JAVA Issues**"

Issue: "Cannot connect" errors

Description: You receive a "Cannot Connect to Server" or "Time out Connecting to Server" or "Check Firewall" error message or pop-out window.

Solution: Proceed to "**Section 3: JAVA Issues**"

Issue: Cannot see a link to “Manage my Users”

Description: Under the Admin tab, you don’t have the option to manage your companies’ users.

Solution: To be able to add/change/delete users for your company, you must be appointed as the Administrator for the company. To request Administrator status, please send a request to:

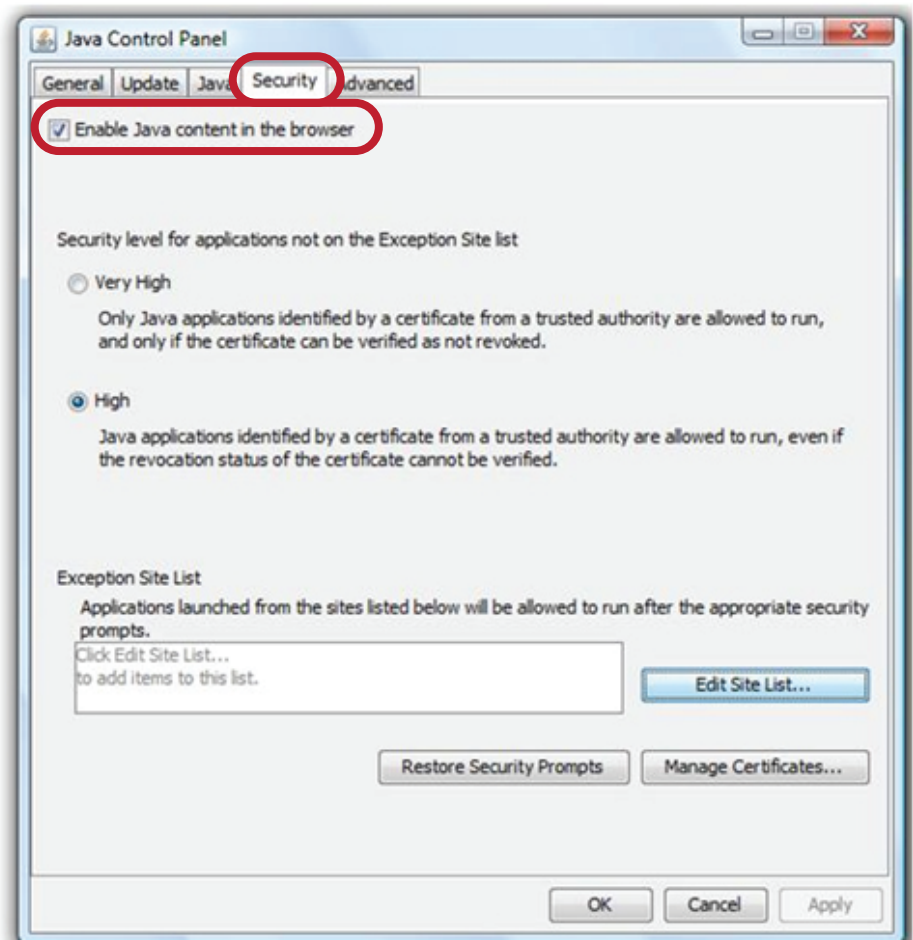
support@oem-advantage.net

Section 3: JAVA Issues

Version 1.5.2 of OEM/A uses a JAVA Applet. This applet requires the latest version of JAVA. Since 2013, JAVA supports updates to its product via an automated version update process. Always ensure your system is receiving version updates from JAVA. At this publishing the latest version of JAVA is 1.8.0_51. Make sure you are using this latest version of JAVA.

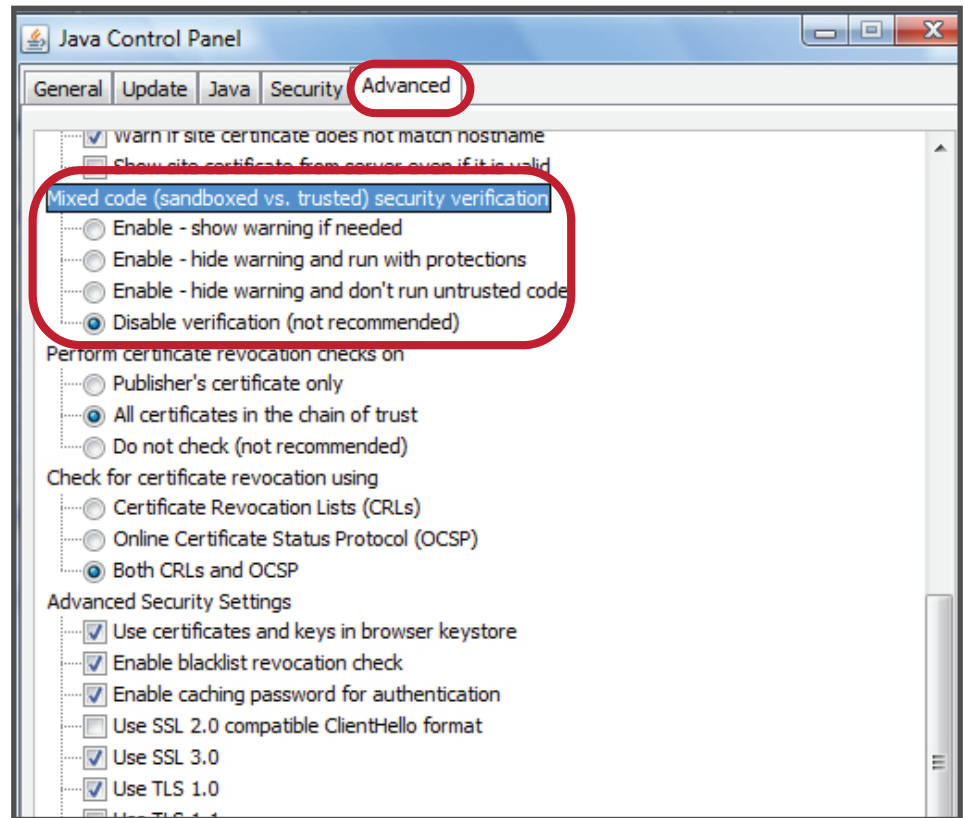
In the JAVA Control Panel **Security** tab, make sure the **“Enable JAVA Content in the browser”** check box is checked.

See example on the right.



In the JAVA Control Panel
Advanced tab, under the
“**Mixed code (sandboxed vs. trusted) security verification**” section, make
sure “**Disable verification (not recommended)**” radio
button is on.

See example on the right.



IMPORTANT JAVA NOTES

Some versions of JAVA from Oracle have known bugs/issues that may affect OEM/A as well as other applications. We recommend only using the latest versions.

Windows 7 and up allows the use of 32 or 64-bit versions of JAVA. **OEM/A requires the 32-bit version of JAVA.**

Users also have to be aware of their JAVA settings (especially network proxy settings), in particular to where their JAVA is pointing. If it is going out via a proxy configured in those settings it must be a SOCKS compliant proxy.

Troubleshooting OEM/A version 1.5.2 consists of verifying the latest 32-bit JAVA version is installed on your local computer and updating your JAVA version and/or re-starting the JAVA Applet if required. If the basic steps below do not correct the issue, please follow the directions in Section 6 to send a copy of your JAVA console log to the OEM/A Support team. An application engineer will then analyze the log and contact you with additional troubleshooting steps.

OEM/A VERSION 1.5.2 JAVA VERIFICATION STEPS:

1. Check your JAVA version using the detailed instructions in Section 4.
2. If your JAVA version is not the latest 32-bit version, it will need to be updated.
3. If you are a supplier, update JAVA following the instructions on your JAVA console screen.
If you are a Ford user, simply open a SPOC help desk ticket and your local IT support will update your JAVA to the latest 32-bit version.
4. Force the JAVA Applet to re-load on your system following the instructions listed at the end of this section.
5. Launch OEM/A again to verify if it is working correctly.
6. If the issues persist, please send a JAVA console log to the OEM/A support desk. **(See Section 6)**

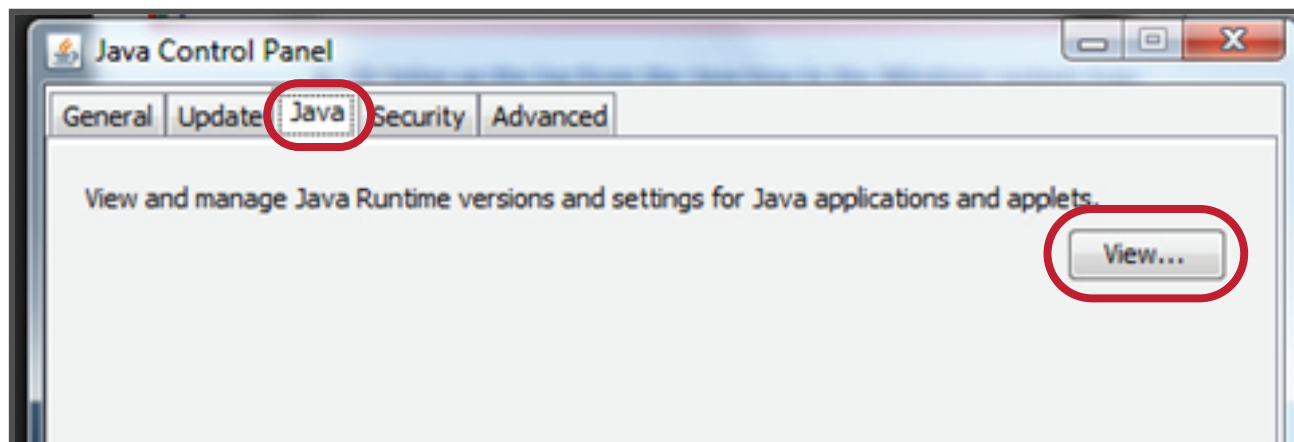
STEPS TO RE-LOAD THE OEM/A JAVA APPLET

1. Go to **Start > Settings > Control Panel** on your PC and double click on the JAVA icon. This will bring up a JAVA Control Panel.
2. Under the “General” tab you will see at the bottom of the page a section that says “**Temporary Internet Files**”.
3. Click on the button that says “**View**”.
4. In the JAVA Cache Viewer you will see a file named: “**FileCatalystApplets.jar**”.
5. Click on that file to highlight it and then click on the red “**X**” at the top of the Cache Viewer to delete the file.
6. Close out of the Cache Viewer and reboot your computer.
7. Start your Web Browser and login to OEM/A.

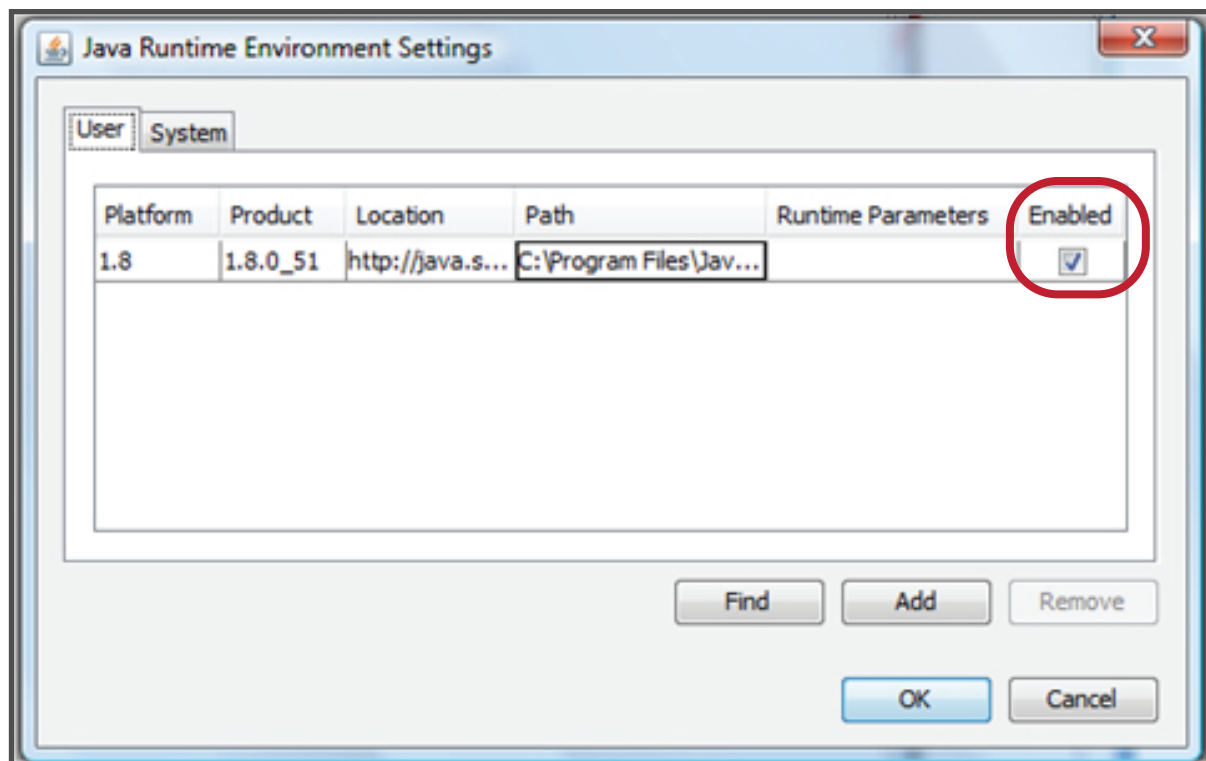
Section 4: Checking your JAVA Version

To check your JAVA version on a Windows system, use the following method:

Go to the Control Panel (getting there varies by Windows version.) Double click the JAVA icon to open the Java Control Panel. Under the “**Java**” tab, click on the “**view**” button.



Make sure the latest version of JAVA is enabled.



IMPORTANT IE11 BROWSER NOTES FOR FORD USERS

Ford IT began rolling out Internet Explorer Version 11 in the September 2015 through December 2015 window. Notification regarding the IE11 upgrade was published to all Ford workers in early September of this year. There are two issues associated with this roll out that impact OEM/A users.

It is imperative that you execute each of the following fixes in order of issue #1 first, followed by issue #2.

ISSUE #1:

The version of JAVA installed on your workstation is not updated to at least version 1.7.0_67 at a minimum. There are compatibility issues with IE11 when JAVA versions prior to 1.7.0_67 are installed on your computer. OEM/A recommends updating JAVA to the latest 32-bit version available. As of October 1, 2015 the latest version available is 1.8.0_51.

ISSUE #1 Fix:

If your installed JAVA version does not meet the required minimum version of 1.7.0_67 you can install a newer version on your own by using this link:

<https://www.eassets.ford.com/eassetsWeb/sms/admin/fordselfservicetool/listofAppsAction.do>

Perform a search for JAVA.

Install Java Runtime Environment 7 Update 67 (32-bit + 64-bit) or HIGHER on your computer.

OEM/A requires the 32-bit version of JAVA.

ISSUE #2:

The IE11 load sent out by Ford IT had an expired JAVA security certificate. This certificate needs to be refreshed before OEM/A will operate properly. Ford is aware of the issue and provides a fix for it in the Ford software store.

ISSUE #2 Fix:

Refresh the JAVA Security Certificate.

You can install “**Java CertFix**” patch via a self-serve tool set. The link below will direct you to the Java CertFix package:

<https://www.eassets.ford.com/eassetsWeb/sms/admin/fordselfservicetool/openNewFordSelfServiceTool.do?packageID=A000177D>



IMPORTANT CHROME BROWSER NOTES

Chrome support for previously allowed plug-ins ended September 1, 2015. The JAVA plug-in was impacted by this decision.

Capitol is in the process of solving the Chrome and all other JAVA issues with OEM/A and will be available at the next release of OEM/A planned for late 2015.

Section 5: Connectivity Issues

Overview of Network Configuration Information for OEM/A 1.5.2

This guide is intended to help Supplier IT support personnel understand the basic network mechanics of the OEM/A application and make any Firewall changes that are required.

(Please see the visual network diagram at the end of this section).

Notes on Available Protocols

At Version 1.5.2, OEM/A offers two protocols:

UDP (Recommended)

HTTPS

UDP is the recommended protocol because it provides fast and very reliable data transfer. In high bandwidth locations, it will provide extremely fast transfer. In lower bandwidth locations, its reliability greatly reduces failed transfers. **UDP does require that you make modifications to your Firewall/Proxy settings. (This is detailed in Section 5 of this guide)**

HTTPS is an alternate protocol. HTTPS provides good speed and quality, but not as high as UDP.

HTTPS does not require that you make any modifications to your Firewall/Proxy settings.

OEM/A Version 1.5.2 automatically detects the available protocol. It will first attempt to use UDP, and if that is not available, it will use HTTPS. So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not. This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations. No action is required on your part to use the basic HTTPS protocol.

NETWORK CONFIGURATION INFORMATION FOR OEM/A 1.5.2

Configuring for UDP protocol *(Ford HTTPS, skip to the bottom of page 15)*

OEM/A IP ADDRESS INFORMATION

The OEM/A application uses just two IP addresses. These two IP addresses must be accessible from the users Client machine for OEM/A to function:

74.200.239.157 is for the HTTPS web pages

74.200.239.134 is for the secure FTPS and optional UDP

OEM/A INITIAL CONNECTION / HANDSHAKE INFORMATION

The OEM/A application attempts an initial handshake with the Supplier Client using FTPS over TCP Port 21. **Implicit protocol only is allowed.** Explicit cannot be used as the security certification requires there be no negotiations of security rules between the Host and Client.

**For a supplier to be able to make an initial connection to the
OEM/A Servers, Implicit FTPS must be available over TCP Port 21**

UDP / FTPS

After the initial FTPS handshake, the OEM/A application will attempt to make a UDP connection with the Client. UDP is the preferred data transfer protocol because of the greatly increased speed using multiple ports, control options and full AES Encryption. ***(Please see “Firewall Configuration” for Port Information)***

If UDP is not available from the Client side, the OEM/A Host Server will automatically fall back to the FTPS protocol, which also provides a high speed, SSL secure transfer. ***(Please see “Firewall Configuration” for Port Information)***

First Choice: UDP Protocol

Automatic roll-over to FTPS if UDP is not available

OEM/A PROXY CONFIGURATION

If you are using an Internet Proxy on your network, depending on the model and configuration, you may have to modify the rules for the two OEM/A IP addresses to allow the needed Implicit FTPS and UDP protocols, and you may have to configure a rule that allows traffic going to the two OEM/A IP addresses to go directly to the Proxy.

OEM/A FIREWALL CONFIGURATION

FTPS TCP Port21: Implicit SSL Encryption (Required)

UDP Ports 8000-8999: Implicit AES Encryption (Optional)

IMPORTANT NOTE: Because the OEM/A application uses FTPS, any FTPS filtering must be turned off for the two OEM/A IP addresses. This includes firewall rules that limit the FTPS control command set. *(This is required even if you plan to use the UDP ports)*

For customers using ISA and similar firewalls that have internal (very limiting) FTP filters it can help to disable the filter for the OEM/A connection rules to not limit the extended FTPS command set.

SUGGESTION: Many suppliers have been able to solve any Firewall/Proxy issues by creating a specific Firewall/Proxy rule for the OEM/A IP Address, much as they have when setting up rules from Ford, GM, etc. While in some cases this requires IT management approval, it has been proven to be a very effective solution.

IMPORTANT NOTE ON HARDWARE COMPRESSION:

Use of data compression hardware with encryption technology (such as Riverbed Steelhead device) can cause connectivity issues with OEM/A for authentication and data transmission.

This can potentially cause route and our redundant encryption scenario attempts which would cause authentication and data transmission encryption errors resulting in drops of connectivity attempts.

It is recommended that data compression and additional encryption be disabled for IPs related to connectivity to the OEM/A environment.

Using HTTPS protocol

OEM/A Version 1.5.2 automatically detects the available protocol. It will attempt to use UDP, and if that is not available, it will use HTTPS.

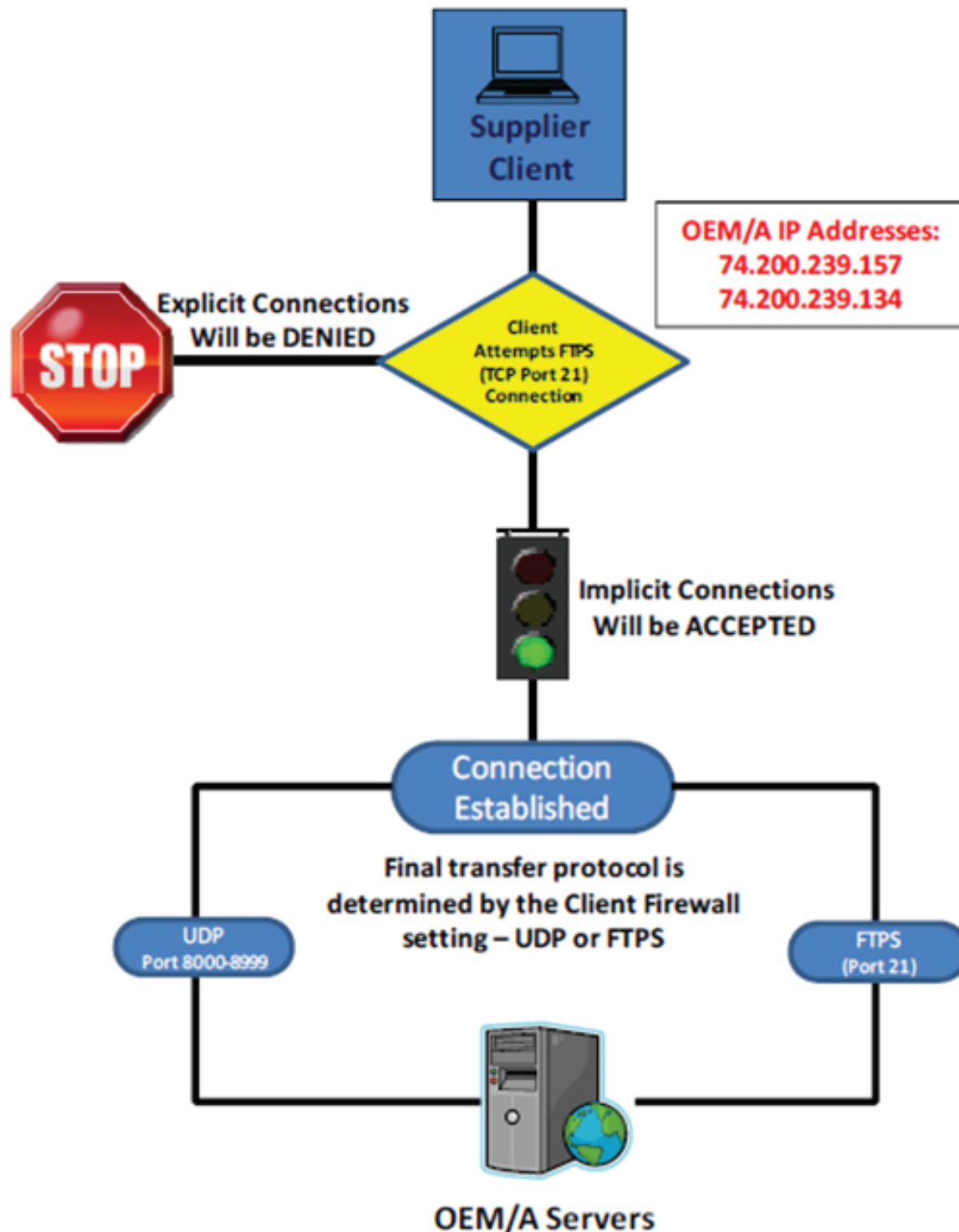
So while you must configure your firewall to take advantage of UDP, OEM/A will automatically work whether you have or not.

This will also work well in situations where you may have your office firewall configured for UDP, but prefer to just use HTTPS at remote locations.

No action is required on your part to use the basic HTTPS protocol.

If you require additional assistance on Firewall/Proxy configuration issues, please contact us at support@oem-advantage.net and we will arrange for a network engineer to assist you.

**Network Configuration Information for OEM/A 1.5.2
(Using the UDP protocol option)**



SECTION 6: Sending a JAVA log to the OEM/A Support Team

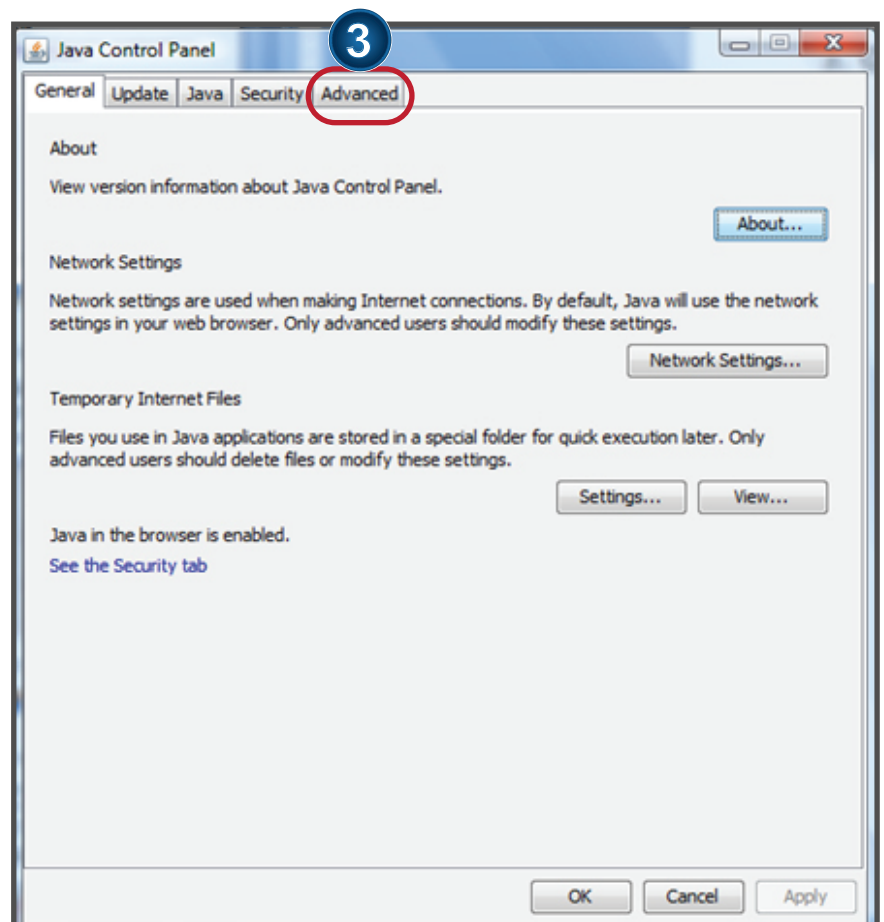
Two methods for retrieving a JAVA console log are detailed in the following pages.

To retrieve the data needed for troubleshooting, please remember to:

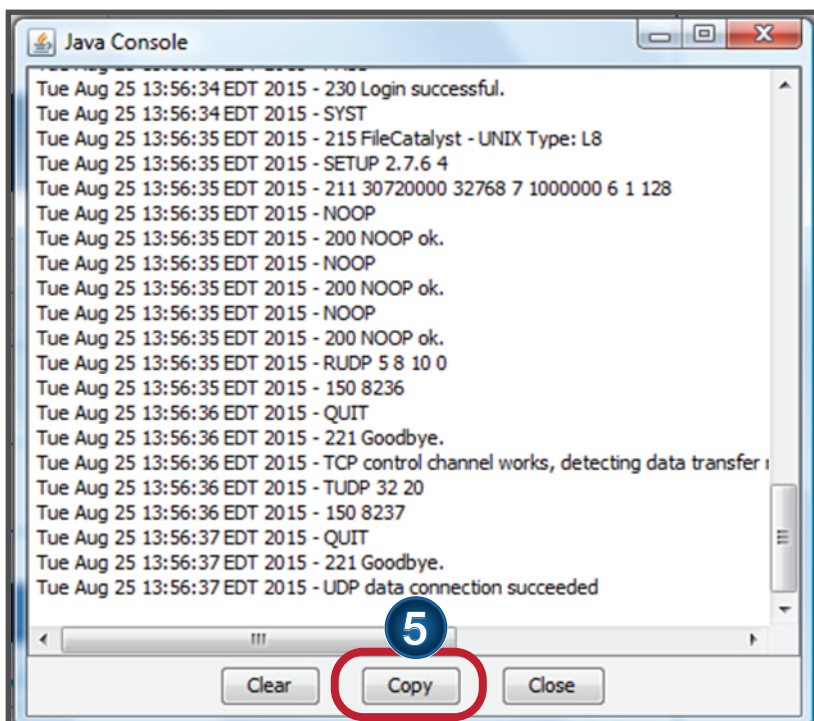
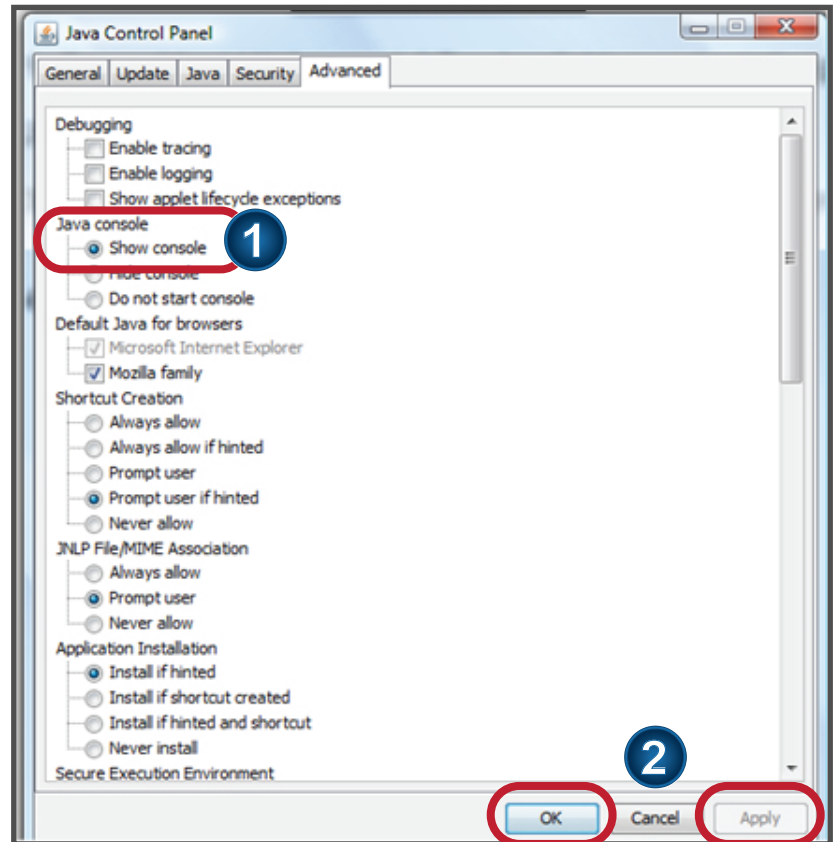
1. Start OEM/A in your browser and login
2. Continue using OEM/A until you reach the point of the issue that is occurring.
3. Copy and paste the log test as shown in the examples and email it to support@oem-advantage.net

VIEWING THE JAVA CONSOLE LOG VIA THE CONTROL PANEL

- 1** Go to **Start > Settings > Control Panel** to open the Windows Control Panel
- 2** Double-click on the **"JAVA"** icon to open the JAVA Control Panel
- 3** Click on the **"Advanced"** tab



- 1 Select "**Show Console**"
- 2 Click "**Apply**" and then "**OK**".
This will close the JAVA Control Panel.
- 3 Reboot your PC and start
OEM/A - the JAVA console will appear when JAVA starts.



- 4 The JAVA console log will open
on the screen.
- 5 Click on the "**Copy**" button and
paste the log into your email to
support@OEM-advantage.net

SECTION 7: Further information about OEM/A

For your reference, more user frequently asked questions are available in the **Help** section of the OEM/A website.

Additional information also available on the OEM/A website:

For new, **unregistered users**, there are several documents available covering OEM/A. Click on the Help link on the OEM/A site login page.

If you are already a **registered user**, you will find additional documents such as a User Manual, Training Material, and quick start guides. Click on the Help link on the OEM/A home page after you have logged in to the system.

To access the site, go to: <https://ford.oem-advantage.net>